

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

C & H Specialists

Corporation for Manufacturing Excellence (Manex)

ISO and Continuous Improvement Implementation

Client Profile:

C&H Specialists, founded in 1982, provides manufacturing support in the fields of electromechanical assembly, sheet metal fabrication and frame construction. The company serves contract manufacturers in the electronics, computer, instrumentation, automotive, medical and telecommunications industries. C&H Specialists is located in Santa Clara, California, and currently employs 20 people.

Situation:

In order to stay competitive and produce quality products, C&H Specialists recognized the need to improve their on-time delivery performance and to increase their total productivity/person. With a limited knowledge in lean, C&H Specialists wanted a lean expert to provide an overview of lean to all employees, implement the 5S principles and provide immediate and measurable results on their bottom line. The company contacted the Corporation for Manufacturing Excellence (Manex), a NIST MEP network affiliate, for assistance.

Solution:

Manex delivered 5S training to three key areas but directed the majority of the focus on the Inspection/Shipping/Receiving area. A Management Center and Visual Factory Board were created to provide employees with metrics on their productivity. Not only would these tools help insure on-time deliveries but C&H Specialists would now realize even greater cost savings. "I was most impressed with the flexibility of Manex's program and tools", said Owner Dan Zulevic.

Results:

- * Improved on-time delivery from 54 percent to 78 percent in the first month.
- * Expected increase in company-wide productivity by 30 percent in two quarters.
- * Implemented Management Center.
- * Implemented Key Performance Indicators.
- * Empowered employees.
- * Improved team building.

Testimonial:

"Manex taught us how to fish! This experience has been the single best morale booster this company has ever had. I can't wait to do my next project with Manex."

Dan Zulevic, Owner